

# RhinoPRO 5000

## User Guide



[www.dymo.com/industrial](http://www.dymo.com/industrial)

**DYMO**  
INDUSTRIAL

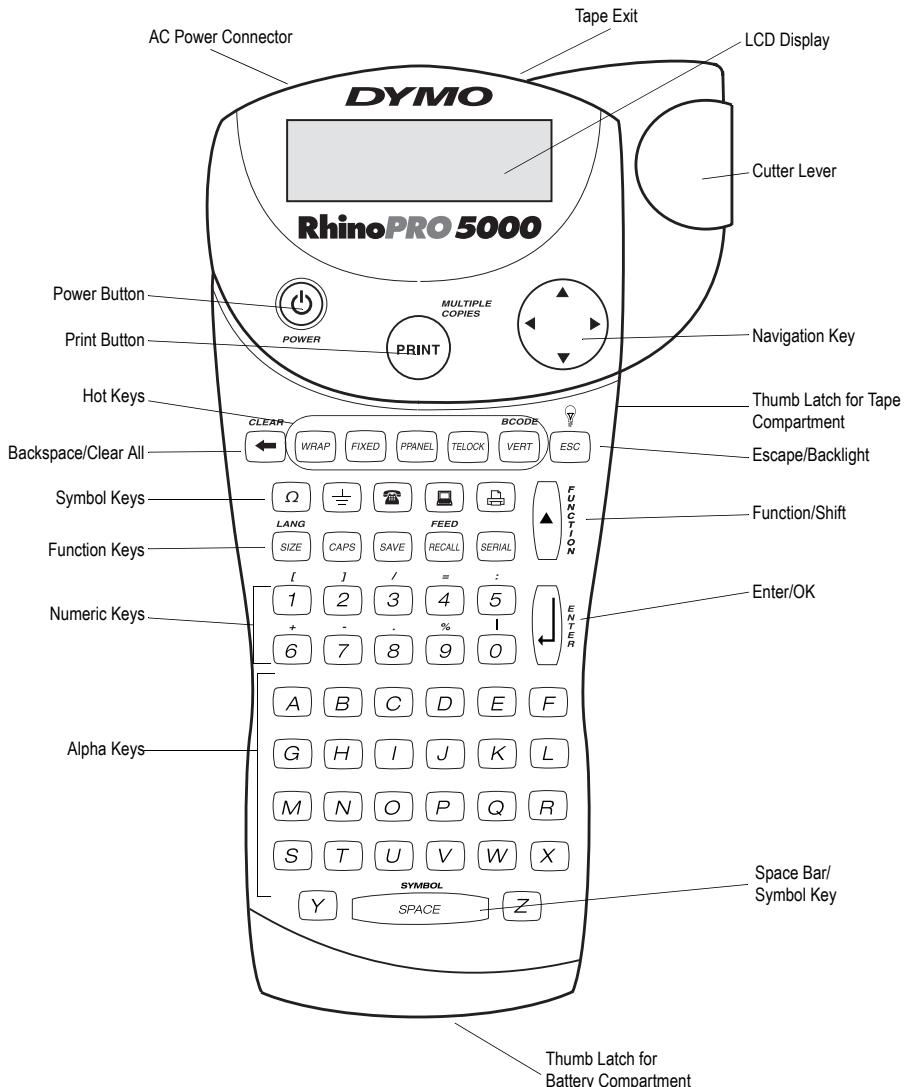


Figure 1 RhinoPRO 5000 Printer

# About Your New Printer

With your new DYMO RhinoPRO™ 5000 printer, you can create a wide variety of high-quality, self-adhesive labels. You can choose to print your labels in many different sizes and styles. The printer uses RhinoPRO Industrial label cassettes in widths of 1/4" (6 mm), 3/8" (9 mm), 1/2" (12 mm), or 3/4" (19 mm). RhinoPRO label cassettes are also available in a wide range of materials.

Visit [www.dymo.com/industrial](http://www.dymo.com/industrial) for information on obtaining tapes and accessories for your printer.

## Warranty Registration

Please complete the warranty registration card and return it to the appropriate customer service address within seven days. Visit [www.dymo.com/industrial](http://www.dymo.com/industrial) for details.

## Getting Started

Follow the instructions in this section to get started by printing your first label.

## Power Supply

The printer can operate on AC or battery power. To save power, the printer will automatically turn off after five minutes of inactivity.

### Inserting the Batteries

The printer uses six AA batteries.

#### To insert the batteries

1. Press the thumb latch on the bottom of the labelmaker to open the battery compartment door. See Figure 2.

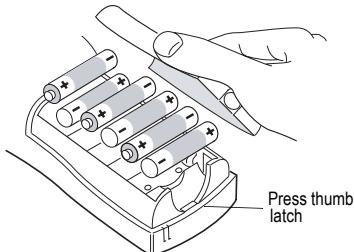


Figure 2

2. Insert the batteries following the polarity markings (+ and -).
3. Close the compartment door.

**! Remove the batteries if the printer will not be used for a long period of time.**

### Connecting the AC Adapter

Connecting the AC adapter to the printer disconnects the batteries as a power source.

#### To connect the AC adapter

1. Plug the power adapter into the power connector on the top, left side of the printer.

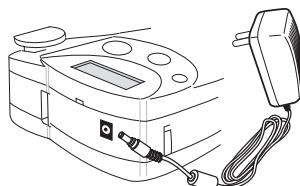


Figure 3

2. Plug the other end of the power adapter into a power outlet.

### Inserting the Tape Cassette

Your printer comes with one label tape cassette. Visit [www.dymo.com/industrial](http://www.dymo.com/industrial) for information about purchasing additional label cassettes.

## To insert the tape cassette

1. Press the thumb catch on the right side of the printer to open the tape cassette door.

 The first time you use the printer, remove the protective cardboard insert from between the print head and pinch roller. See Figure 4.

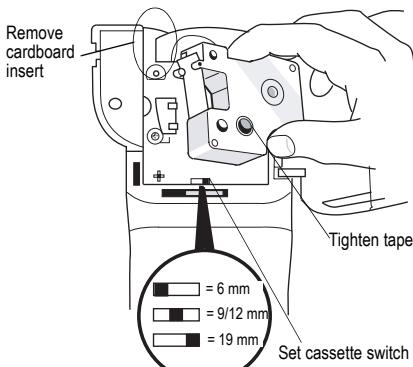


Figure 4

2. Set the cassette switch for the size of the tape cassette that you are inserting. See Figure 4. A notch in the cassette fits over the switch when the cassette is in the correct position.
3. Make sure the tape and ribbon are taut across the mouth of the cassette and that the tape passes between the guideposts. If necessary, turn the spool clockwise to tighten the ribbon.
4. Insert the cassette with the tape and ribbon positioned between the print head and pinch roller. See Figure 5.

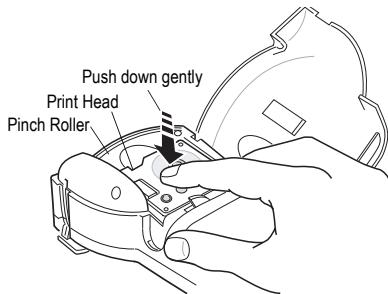


Figure 5

5. Press firmly until cassette clicks into place. Make sure tape and ribbon are positioned correctly.
6. Close the tape cassette door and press  to turn on the power.

## Selecting a Language

Several language-related features on the printer are determined by the language setting, such as availability of special characters, units of measure, menu text, and so on.

By default the language is set to English.

### To select a language

1. Press  + .
2. Use  and  to select the language.
3. Press  to set the language.

 Select Universal as the language for the units of measure to be in millimeters.

## Printing Your First Label

You are now ready to print your first label.

### To print a label

1. Enter text to create a simple label.
2. Press .

3. Cut the label using your thumb to lift the cutting lever and pull it towards the back of the printer. See Figure 6.

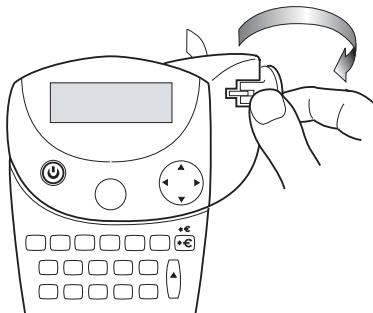


Figure 6

4. Remove the label.

**Congratulations!** You have printed your first label. Continue reading to learn more about the options available for creating labels.

## Getting to Know Your Printer

Become familiar with the location of the feature and function keys on your printer. See Figure 1 on page 2. The following sections describe each feature in detail.

### Power

The  button turns the power on and off. If no keys are pressed after five minutes, the power is switched off automatically.

### LCD Display

The printer's LCD display typically shows a row of fourteen characters. However, you can enter up to 99 characters and spaces.

Hot key and feature indicators appear on the top, side, and bottom of the display to indicate that a feature is selected. See Figure 7.

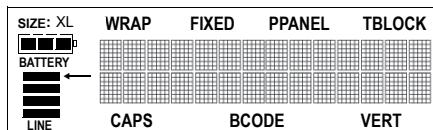


Figure 7

### Backlighting

When the printer is used in a low-light environment, the display may become difficult to read. The backlighting feature will light the display.

► Press  +  to turn backlighting on and off.

### CAPS Mode

The  key toggles capitalization on and off.

When CAPS mode is turned on, the CAPS indicator is shown on the display and all letters that you enter will be capitalized. The default setting is CAPS mode on. When CAPS mode is off, all letters entered appear in lower case.

### Function Key

The  key is used to select the function or symbol printed above a key. For example, when you press , the Font size menu appears in the display; however, if you press  +  together, the Language menu appears.

### Backspace Key

The  key removes the character to the left of the cursor.  +  clears all the current label text and fixed-length settings. Text size and other settings remain unchanged.

### Escape Key

The  key returns you to the starting point from within any function.

## Navigation Key

You can review and edit your label using the **◀** and **▶** arrows on the Navigation key.

You can also view menu choices using **▲** and **▼**, and then press **SELECT** to make a selection.

## Designing Your Label

You can choose from a number of formatting options to enhance the appearance of your labels.

### Changing the Font Size

You can print the text on your label in five font sizes: extra-small, small, medium, large, and extra-large. Figure 8 shows the Font menu.

**XS S M L XL**

Figure 8

**!** The font size you can use depends on the size of label tape that is installed in the printer.

### To set the font size

1. Press **SIZE**.
2. Use the arrow keys to select a font size.
3. Press **SELECT**.

## Creating Multi-Line Labels

You can create multi-line labels depending upon the size of the label tape, as follows:

Tape Size	1/4" (6 mm)	3/8" (9 mm)	1/2" (12 mm)	3/4" (19 mm)
Number of Lines	1	2	2	4

### To create a multi-line label

1. Type the text for the first line, and press **SELECT**.
2. Type the text for the next line.
3. Repeat these steps for each additional line.

## Adding Symbols

The printer supports the extended symbol set as shown in Figure 9.

,	(	)	;	'	"
\	=	<sup>2</sup>	<sup>o</sup>	&	?
←	→	↑	↓		
	Ø	*	—	@	±

Figure 9

### To add a symbol

1. Press **▲** + **SPACE**. The first row of symbols shown in Figure 9 is displayed.
2. Use the arrow keys to move to the desired symbol. Use **◀** and **▶** to move horizontally along a row of symbols. Use **▲** and **▼** to scroll vertically through the rows of symbols.
3. When you locate the desired symbol, press **SELECT** to add the symbol to your label.

In addition, commonly used electrical and datacom symbols are available on individual keys for easy entry. See Figure 10.



Figure 10

## Using International Characters

The printer supports the extended Latin character set using RACE technology. Similar to using a mobile phone keypad, typing a letter multiple times within a very short time will scroll through variations of that letter.

For example, if you repeatedly press the letter **a**, you will see **a à á â ã ô** and so on through all the variations available. The order in which the character variations appear depends on the language you have selected to use.

## Saving your Label

You can save up to eight labels in memory.

### To save a label

1. Type your label text.
2. Press **SAVE** to display the memory locations. Each memory location is represented by a box. Memory locations that contain a stored label are filled and when the cursor is positioned over a location, the contents are displayed.
3. Use the arrow keys to select an empty location.
4. Press **↓** to save the label.

## Recalling the Label from Memory

Once a label is saved to memory, you can recall the label to print or edit.

### To recall a label from memory

1. Press **RECALL**. The memory locations are displayed.
2. Use the arrow keys to move to the memory location that contains the label you want and press **↓**.

## Deleting a Label from Memory

When you no longer need a stored label, you can delete it from memory.

### To delete a label from memory

1. Press **RECALL**. The memory locations are displayed.
2. Use the arrow keys to move to the memory location that contains the label you want.
3. Press **△ + ←** and then press **↓** to clear the memory location.

## Using the Hot Keys

You can create labels for specific applications using hot keys. Hot keys are available for wrap-around, fixed, patch panel, terminal block, and barcode labels. See Figure 11.



Figure 11

## Printing Wrap-Around Labels **WRAP**

You can create labels that *wrap around* a cable or wire. The text is placed vertically or horizontally along the width of the cable and repeated so that you can read the label from any angle.

You can select from a number of different wire gauges or cable lengths. Figure 12 shows the menu selections available.

CAT X/COAX	1/0-4/0 AWG
22-16 AWG	CABLE 3.0"
14-10 AWG (Default)	CABLE 4.0"
8-4 AWG	CABLE 5.0"
3-1 AWG	CABLE 6.0"

Figure 12

### To print vertical wire wraps

1. Enter the text for the label.
2. Press **WRAP**.
3. Use the arrow keys to move to the desired wire gauge or cable size, and press **↓**.
4. Press **Print**.

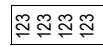


Figure 13

## To print horizontal wire wraps

1. Enter the text for the label.
2. Press  + .
3. Use the arrow keys to move to the desired wire gauge or cable size, and press .
4. Press .

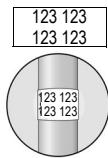


Figure 14

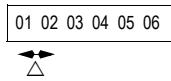


Figure 15

## To print a patch panel label

1. Enter the text for the first position on the label.
2. Press .
3. Enter the distance between each label and press . The default is 0.5" (12 mm) and the value can be set in increments of 0.5" (12 mm) up to 20" (480 mm).
4. Follow the directions in **Serializing Your Labels** on page 9 to serialize the text that will print on the label.

## Printing Fixed Length Labels

Normally, the length of the label is determined by the length of the text entered. However, you may wish to make a label for a specific purpose that is a fixed length regardless of the length of the text.

You can specify a fixed length for a label in 0.250" (6 mm) increments between 0.500" (20 mm) and 40.000" (999.9 mm). The preset fixed length is 1.5" (25 mm). Any change you make to the fixed length setting remains in effect until you change it.

 The amount of text that will print on the label determines the minimum length of a label, regardless of the fixed length you set manually. For example, setting a fixed length of 0.50" for a label with 20 characters would have no effect on the label length.

### To set the label length

1. Press .
2. Press  to increase the length.
3. Press  to decrease the length.
4. Press .

## Printing Patch Panel Labels

Patch panel mode allows you to label a row of ports on a patch panel. You select the distance between ports, enter the desired text, serialize, and print. The result is a long label with multiple, evenly spaced text for each port. See Figure 15.

## Printing Terminal Block Labels

Terminal block labels are very similar to patch panel labels; however, the text is printed vertically. See Figure 16.

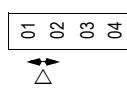


Figure 16

## To print a terminal block label

1. Enter the text for the first position on the label.
2. Press .
3. Enter the distance between each label and press . The default is 0.5" (12 mm) and the value can be set in increments of 0.05" (1 mm) up to 20" (480 mm).
4. Follow the directions in **Serializing Your Labels** on page 9 to serialize the desired number or letter that will print on the label.

## Printing Vertical Labels

Single-line labels can be printed with the text running vertically.

### To print vertically

1. Enter the text for your label.
2. Press  and then .

## Printing Barcode Labels

The printer can generate two types of barcodes: CODE-39 and CODE-128. You can only print a barcode on 3/4" (19 mm) label tape.

The barcode will print horizontally along the label with the text in small print underneath the barcode. You can optionally add text before and after the barcode.

### To create a barcode

1. Enter the text you wish to appear before the barcode on the label. (Optional)
2. Press .
3. Use the arrow keys to choose **CODE-39** or **CODE-128**, and press .
4. Enter the text for the barcode between the barcode symbols () and press .
5. Enter any text you wish to appear after the barcode. (Optional)
6. Press .

## Printing Options

You can choose to print multiple copies of the same label, print serialized labels, or print a combination of both.

### Printing Multiple Copies

You can print up to 99 copies of the same label at one time. When printing multiple copies, a dotted cut-line is printed between each label.

### To print multiple copies

1. Press .
2. Press the  arrow to increase the number of copies to print. The default is 2 copies.
3. Press the  arrow to decrease the number of copies (maximum is 99).
4. Press  or  to begin printing.

 You may notice a brief pause in printing between each label for more complex formats.

When printing is finished, the number of copies to print returns to 2.

### Advancing the Label Tape

The default leader space for all labels is approximately 5/16" (10 mm). To add additional blank space to the beginning or end of your label, you can feed the tape in 0.25" (6 mm) increments.

► Press .

### Serializing Your Labels

You can print serialized labels numerically or alphabetically. Numbers can be incremented from 1-99 and letters from A-Z.

You can serialize any number or letter by placing the cursor under the position to be incremented, such as the number 2 in 123 or the letter B in ABC. For example, with the cursor under the 2 in 123 and the increment #=3, the resulting labels would print as 123, 133, and 143.

When the letter Z or the number 9 is reached during serialization, a letter or number is added to increase the increment. For example, Z increments to AA and 9 increments to 10.

 When a space is present in a string to be serialized, only the numbers or letters after the space are serialized.

## To serialize your labels

1. Enter the text for your label.
2. Use the arrow keys to move the cursor under the letter or number to serialize.
3. Press  **SERIAL**.
4. Enter the number of labels you wish to print and press  or  to begin printing. Enter 1-99 for numbers and 1-26 for letters.

 To print multiple copies of the same serialized label, choose  +  and enter the number of copies of each label to print. See **Printing Multiple Copies** on page 9.

## Adjusting Print Quality (Advanced)

Depending on the label material you choose, you may need to lighten or darken the print on the label. Adjusting the print head temperature allows you to control the print quality (+/- 20).

### To set the print head temperature

1. Press  + .
2. Use the arrow keys to select the print head temperature and press .
3. Repeat as necessary until you are satisfied with the print quality.

## Cleaning Your Printer

Your printer is designed to give you long and trouble-free service, while requiring very little maintenance.

Clean your printer from time to time to keep it working properly. Clean the cutter blade each time you replace the tape cassette.

### To clean the cutter blade

1. Remove the tape cassette.
2. Press and hold down the cutter lever to expose the cutter blade.
3. Use a cotton ball and alcohol to clean both sides of the blade.
4. Release the cutter lever.

### To clean the print head

► Clean the print head using the cleaning tool located inside the tape compartment lid.

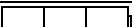
## RhinoPRO Label Cassettes

The following industrial label cassettes are available for the RhinoPRO 5000 printer.

Material Type	3/8" (9 mm)	1/2" (12 mm)	3/4" (19 mm)	Length
Flexible Nylon White	—	18488	18489	11.5' (3.5 m)
Flexible Nylon Yellow	—	18490	18491	11.5' (3.5 m)
Permanent Polyester White	18482	18483	18484	18.0' (5.5 m)
Permanent Polyester Metallic	18485	18486	18487	18.0' (5.5 m)

# Troubleshooting

Review the following possible solutions if you encounter a problem while using your printer.

Problem/Error Message	Solution
No display	<ul style="list-style-type: none"><li>• Ensure the printer is turned on.</li><li>• Replace discharged batteries.</li></ul>
Poor Print Quality	<ul style="list-style-type: none"><li>• Replace discharged batteries.</li><li>• Ensure tape cassette is installed properly.</li><li>• Clean the print head.</li><li>• Replace the tape cassette.</li></ul>
Poor Cutter Performance	Clean the cutter blade. See <b>Cleaning Your Printer</b> .
!!!!!! printer is jammed.	Remove cassette to clear the tape jam.
 Batteries are discharged.	Replace the batteries.
<b>Text Limit</b> Exceeded maximum number of characters in buffer.	Delete some or all of the buffer text.
<b>Too many lines</b> Exceeded maximum number of lines allowed.	Select another format.
<b>Enter numbers only</b> Non-numeric characters entered in error.	Enter only numeric characters for this selection.
<b>Print failed</b> Undetermined printer error.	Check for tape jam, empty tape cassette, discharged batteries, or other problems.
<b>No tape</b> Tape cassette missing or empty.	Insert a new tape cassette
<b>Battery low</b> Batteries almost discharged.	Replace batteries or connect AC power adapter.
<b>Tape Jam</b> Motor is stalled due to tape jam.	<ul style="list-style-type: none"><li>• Remove jammed tape and replace tape cassette.</li><li>• Clean cutter blade.</li></ul>

If you still need assistance, contact DYMO Customer Support for your country. The Warranty booklet includes a list of contact numbers for each country.

## Documentation Feedback

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- Product name, version number, and page number
- Brief description of content (instructions that are inaccurate or unclear, areas where more detail is needed, and so on)

We also welcome your suggestions about additional topics you would like to see covered in the documentation.

Send email messages to: [documentation@dymo.com](mailto:documentation@dymo.com)

Please keep in mind that this email address is only for documentation feedback. If you have a technical question, please contact Customer Support.

This product is CE marked in accordance with the EMC directive and the low voltage directive and is designed to conform with the following international standards:

US FCC Class B Compatibility

Safety - EN 60950, IEC 950, UL 1950

EMC Compatibility EN 61000 3-2/3 ; EN 61000 4-2/3/4/5/6/8/11; ENV 50204;

EU Immunity - EN 55024 & addendums A1, A2 Electromagnetic Compatibility (EMC) - Information Technology equipment, Immunity Characteristics

Emissions – EN 61000-6-3: Electromagnetic Compatibility (EMC) - Part 6: Generic Standards - Section 3: Emission standard for residential, commercial and light industrial environments.

Esselte is an ISO 14000 registered company. Plastic components of this printer have been marked to enable final disposal in a manner that is sensitive to the environment.

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